



Lobosonda

Madeira Whale Watching

BOOKING CONDITIONS “RIBEIRA BRAVA”

The price for our fishing boat “Ribeira Brava” is 44,- € for adults and 22,- € for children up to the age of 15 years, i.e. until their 16th birthday.

Cancellation by the client

In case of a cancellation up to 48 hours before the tour the whole amount paid will be refunded.

In case of a cancellation within 48 hours of the tour, the total amount is due.

If a client is verifiably ill, LOBOSONDA will refund the money paid minus a handling fee of 10,- € (corresponding to the deposit). This does not apply to accompanying persons.

In any case: If the place can be sold to another person, the whole amount paid can be refunded. This is done on request of the cancelling resp. ill customer.

Cancellation by LOBOSONDA due to bad weather conditions

Should LOBOSONDA decide to cancel a tour due to bad weather conditions (this is a decision of the captain), this can be done up until the planned start of the tour. A new date is offered to the customer (rebooking). If this is not possible, the total amount paid is refunded to the client.

In case LOBOSONDA needs to transfer the money back, the transfer fees (if applicable) will be charged to the customer.

Additional conditions for reservations via email

For bookings via email, the customer needs to transfer the entire amount of 44,- € per adult and 22,- € per child in advance.

On receipt of the payment, LOBOSONDA will send a booking confirmation/ voucher with the agreed date via email to the client.

In case the customer does not attend the tour, or if LOBOSONDA needs to cancel the tour due to bad weather conditions, the above-mentioned conditions apply.